

SECTION C
DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

C-1. GENERAL

The contractor shall provide a managed health care system for active duty service members enrolled in TRICARE Overseas Prime in the Commonwealth of Puerto Rico and dependents of active duty service members enrolled in TRICARE Overseas Prime in the Commonwealth of Puerto Rico. In addition, the contractor shall provide access to the full range of qualified institutional and non-institutional providers required to support active duty personnel who are temporarily assigned, deployed, deployed on liberty, or in an authorized leave status and who require urgent or emergent care in the Commonwealth of Puerto Rico. When medically necessary, the contractor shall provide transportation outside of Puerto Rico.

C-2. DOCUMENTS

C-2.1. The following documents, including all changes thereto, are hereby incorporated by reference and made a part of this contract. These documents form an integral part of this contract. Documentation incorporated into this contract by reference has the same force and effect as if set forth in full text.

- TRICARE Policy Manual, 6010.54-M, dated August 1, 2002 version and all updates or later at <http://www.tricare.osd.mil/tricaremanuals>
- TRICARE Operations Manual, 6010.51-M, dated August 1, 2002 version or later located at <http://www.tricare.osd.mil/tricaremanuals>
- TRICARE Systems Manual (TSM) 7910.1-M, August 1, 2002
- 32 Code of Federal Regulations Part 199
- Current version (at time of service) of the updated American Medical Association, Physicians Current Procedural Terminology, (CPT-4)
- Current version (at time of service) of the International Classification of Diseases, Clinical Modification, (ICD-9-CM), Diagnostic Coding System
- DoD 8500.1
- DoD Instruction 8500.2
- DoD 5200.2R

C-3. DEFINITIONS

In addition to the definitions as incorporated into the documents contained in Section C-2. above, the definitions at Section J, Attachment J-6 apply.

C-4. REQUIREMENTS

C-4.1. The contractor shall provide a network or networks of TRICARE authorized providers of sufficient diversity to provide all TRICARE reimbursable services and dental care in those areas identified in Attachment J-2. (Note: Retail pharmacy services will be provided by the TRICARE Retail Pharmacy Contractor.)

C-4.1.1. TRICARE beneficiaries identified in Section C-1. shall have access to a network provider in accordance with the access standards contained in 32 CFR 199.17.

C-4.1.2. The contractor shall establish and operate a credentialing program that ensures that all network providers are qualified to and provide high quality care. Credentialed providers shall speak English or provide translation services.

C-4.1.3. The contractor shall negotiate reimbursement rates with network providers equal to or less than the reimbursement rate allowable through TRICARE.

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C-4.1.4. Network providers shall not collect any payment from beneficiaries identified in Section C-1.

C-4.1.5. Network providers shall comply with the medical management program operated through this contract.

C-4.1.6. The contractor shall maintain a readily accessible, up-to-date, easily operated world-wide web site identifying all network providers, their scope of practice, location, telephone number, sex, and acceptance of new patients.

C-4.2. The contractor shall operate a medical management program as defined by the TRICARE Operations Manual 6010.49-M, Chapter 7, Section 1, paragraphs 2.1. through 2.2.2., that ensures that beneficiaries efficiently and effectively receive medically necessary and appropriate care and authorized preventive services. Bi-lingual (English and Spanish) staff shall be available to support all medical management activities.

C-4.2.1. The contractor shall operate a TRICARE Prime medical management program incorporating the primary care management program contained in 32 CFR 199.17.

C-4.2.2. The contractor shall operate a referral management program for all specialty and inpatient services required by Prime enrollees enrolled to TRICARE Overseas Prime in the Commonwealth of Puerto Rico. The referral management program shall ensure that required care is delivered by a qualified provider. The contractor shall, in coordination with the patient, schedule an appointment with a network provider within the regulatory access standards. Required care not available within the Commonwealth of Puerto Rico shall be accommodated in accordance with Attachment 4.

C-4.2.3. The contractor shall operate a referral management program for all services required by active duty service members temporarily assigned, deployed, deployed on liberty, or in an authorized leave status and who require urgent or emergent care in the Commonwealth of Puerto Rico. The contractor shall, in coordination with the patient, schedule an appointment with a network provider within the regulatory access standards.

C-4.2.4. The referral management program shall be accessible via toll-free telephone 24 hours per day, 7 days per week. The referral management program shall be staffed with medical professionals qualified to assess the patient's condition, determine the need for and type of services requires, and determine the availability and appropriateness of services available within the Commonwealth of Puerto Rico. All referral management services shall be provided by a physician or with physician support.

C-4.2.5. The contractor shall operate a case management program that, at a minimum, assesses all patients with cost greater than \$5,000 for an individual or \$10,000 per family per fiscal year and for any individual with more than 10 claims per fiscal year for the same or related diagnosis for case management services. The contractor shall case manage each case where case management services will result in reduced costs to the Government and improved quality of life for the patient.

C-4.2.6. The contractor shall accomplish discharge planning for all admissions.

C-4.2.7. The contractor shall arrange for, coordinate, and schedule medically necessary patient transport. Off island transports shall be coordinated with the TRICARE Deputy Director, Latin America in accordance with Section J, Attachment J-2.

C-4.2.8. The contractor shall ensure that the medical record of all active duty personnel is provided to the active duty member upon completion of each treatment visit/admission /treatment episode.

C-4.2.9. The Contractor shall serve as the managed care dental network manager for AD TOP Prime in the Commonwealth of Puerto Rico.

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C-4.2.9.1. The Contractor shall not authorize non-emergent active duty dental care over \$500/episode or \$1500/year without TRICARE Deputy Director, Latin America approval.

C-4.2.9.2. Emergent or urgent dental care shall be provided to AD members, who are TDY, deployed, deployed on liberty, or in an authorized leave status in areas covered under this contract.

C-4.2.9.3. Active Duty orthodontic service requests shall be forwarded to the responsible TRICARE Deputy Director, Latin America for direction.

C-4.2.9.4. All requests for dental care forwarded to the TRICARE Deputy Director, Latin America shall contain radiographs and diagnosis, treatment plan, estimated time required for care, probable cost, and projected length of tour of duty at the patient's present duty station.

C-4.3. Marketing and Education

C-4.3.1. The contractor shall provide comprehensive, readily accessible customer services that includes multiple, contemporary avenues of access (for example, e-mail, world wide web, toll-telephone, facsimile, et cetera) for the MHS beneficiary. Bi-lingual (English and Spanish) shall be available to support all customer service activities.

C-4.3.2. The contractor shall operate a provider education program for network providers in Puerto Rico. The provider education program shall ensure that providers understand the terms and conditions of their network provider agreements, where to access assistance, medical management program requirements, and claims filing requirements.

C-4.4 Claims Processing

C-4.4.1. Claims processing shall be in accordance with the TRICARE Policy Manual, Chapter 12 in accordance with the TRICARE Global Overseas Remote Program.

C-4.5. Appeals

C-4.5.1 Active Duty (AD) Appeals. When authorization is denied by the Contractor, after initial determination by the Contractor, AD personnel or their appointed representative may appeal the denial of any benefit/treatment to the TRICARE Deputy Director, Latin America. The decision of the TRICARE Deputy Director, Latin America will be the final determination.

C-4.6. Eligibility

C-4.6.1. Active Duty Family Members (ADFM) Appeals. When authorization is denied by the Contractor, after initial denial determination by the Contractor, the appeal procedures of 32 CFR 199.10 apply for the appealing party.

C-4.6.2. The Contractor shall verify a beneficiary's eligibility prior to providing services. Eligibility shall be verified through DEERS via the government provided web based eligibility inquiry tool. Only US citizens who have completed an appropriate background check and have been granted access (interim clearance may be granted if appropriate investigative forms, finger print cards, and questionnaires have been submitted) shall have access to the Government provided inquiry tool. The contractor shall establish a Memorandum of Understanding (MOU) on the web based general inquiry system with the Defense Manpower Data Center (DMDC). The contractor will designate a Site Security manager (SSM) and an alternate to assign users/oversee access to the Government provided inquiry tool. The SSM roles and responsibilities are stated below.

C-4.7. Site Security Manager Roles and Responsibilities

A site security manager (SSM) uses the Security Application to maintain information for his or her site(s) and users at the site(s):

Entering and maintaining site information:

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- Site name
- Site mailing address and location address (if different from mailing address)
- Site telephone numbers (including FAX number and DSN numbers, if applicable)
- Entering and maintaining information about the users at the site(s):
- Creating new user's person identifier (Social Security Number or DEERS Foreign Identification Number)
- User's name: first, middle, last, and cadency (Jr, Sr, II, III, etc.)
- User's title
- Assigning users only appropriate DEERS applications available at the given site with the minimum access level necessary for the user to do his or her job
- Unassigning (deleting) DEERS applications from a user when the user:
 - no longer has a need for the application
 - has been suspended from using the application
 - is no longer a user at that site

An SSM must ensure that others never have access to the Security Application. An SSM must always lock his or her PC or close the Security Application each time he or she leaves his or her PC unattended even for a short period. SSMs also act as the DEERS POCs for their site(s). A SSM must notify the DEERS Security Team when he or she will no longer be the SSM for a site and also notify the DEERS Security Team of his or her successor by completing, signing, and faxing them a form for Requesting a new Site Security Manager (SSM) on contractor letterhead. SSMs must regularly maintain the site's address and phone number information using the Site Information function of the Security Application. SSMs must also regularly review the list of users at their site(s) (displayed in the Security Application's Site and All Users function) and make sure to de-activate any user who is no longer at the site. De-activation occurs when all DEERS application assigned to the user have been unassigned (deleted). DEERS keeps track of all users; therefore, it is impossible to delete a user.

C-4.8. Systems must be scanned and tested using National Security Agency (NSA) and Defense Information Security Agency Guidelines and policies. Physical security shall meet the Military Health Systems (MHS) Physical Security Matrix (Attachment J-5). The contractor shall mitigate any vulnerabilities identified as unsatisfactory by the Government.

C-4.9. CONTRACT STARTUP AND TRANSITION OUT

C-4.9.1. Upon contract award, the contractor shall cooperate with the Government in planning and implementing all startup activities for the TRICARE Remote Overseas Health - Puerto Rico. Prior to the beginning of the first option period, the appropriate contractor staff will meet with Government representatives to jointly develop a written startup schedule and plan to be submitted to the Contracting Officer within 10 days following notice of award.

C-4.9.2. Upon completion of the final option period, the incumbent contractor (also designated as the outgoing contractor) shall assume all transition-out responsibilities. In the event an incumbent contractor succeeds itself in an award of a new contract, these transition requirements may be waived, as appropriate, by the Contracting Officer.

C-4.9.2.1. The contractor shall attend a post award meeting at a location specified by the Contracting Officer. This meeting shall be conducted approximately 15 days following notice of award.

C-4.9.2.2. The contractor shall obtain all necessary criteria and licenses for the successful performance of work under this contract.

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C-4.9.2.3. The contractor shall keep the COR informed on its progress during the transition in phase by a method (e.g., email, fax) agreed to during the post award meeting.

C-4.9.2.4. The Government shall conduct a Physical Security Assessment during the transition in period in accordance with the Matrix in Section J, Attachment J-5 for security compliance.

C-4.9.3. At the completion of the final option period, the following requirements shall be in force. The outgoing contractor shall be responsible for completing all work assigned, during the option period, to include all associated reports.

C-4.9.3.1. The outgoing contractor shall be notified by the Contracting Officer of the date, time, and location of any transition meeting to be held between the Government, incoming contractor and outgoing contractor. The outgoing contractor shall be issued an order under the ordering clause of this contract for travel only. Any other costs shall be provided for under the CLINs for transition.

(End of Section)